



VOICE CONNECT

INTEGRATED COMMUNICATION SPECIALISTS

Patient Call 1.00.0005 and Patient Recall 1.00.0000 User Guide

Issue 1.01 – 20 November 2007



ISV/Software Solutions



**INVESTORS
IN PEOPLE**



CONTENTS

Changes from Issue 1.00	3
1 Introduction	4
2 How to Configure Patient Call (and Patient Recall)	5
3 How to Use Patient Call	8
4 How to Use Patient Recall	17

Changes from Issue 1.00

Section 2 (Page 5)

Addition of **Don't automatically call** check box

1 Introduction

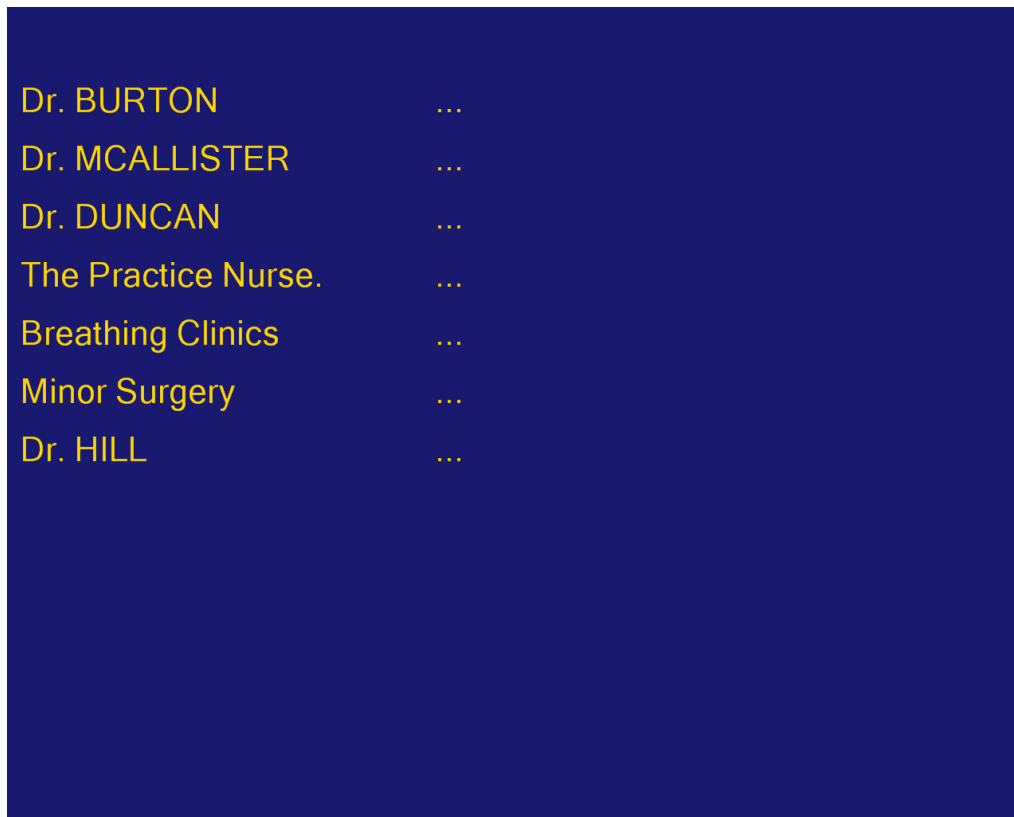
Patient Call and Patient Recall work with the Vision clinical database application and provide a facility for a display in the waiting room to call patients to their appointments.

This document describes how to use Patient Call to configure Patient Call and Patient Recall, and then illustrates through a typical example how to use Patient Call and Patient Recall.

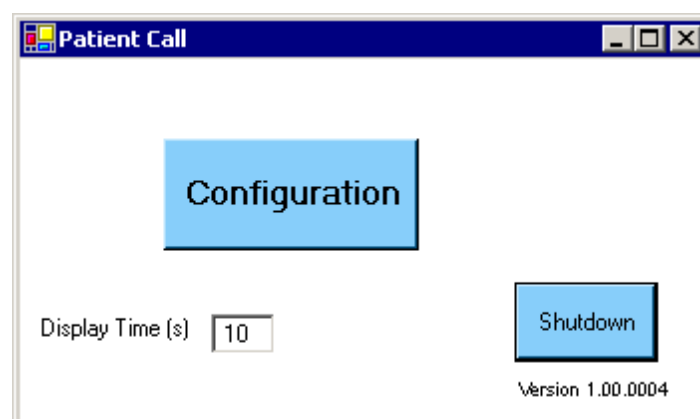
2 How to Configure Patient Call (and Patient Recall)

Do the following procedure.

- (1) Start Patient Call.
 - (a) Patient Call displays a view similar to the following on the waiting room screen.



- (b) Patient Call displays the following window on the computer screen.



This contains one parameter **Display Time (s)**, which is the time (in seconds) that Patient Call and Patient Recall display a prompt to a patient on the waiting room screen. This is set to a default value of **10 seconds**.

If you wish to change this, edit the value in the box, click the **Shutdown** button to close Patient Call, and then restart Patient Call.

- (2) To edit details for individual doctors, nurses and clinics do the following procedure.
- (a) Click the **Configuration** button. Patient Call displays the following window.

The screenshot shows the 'DModifyWin' window. At the top left, a dropdown menu is set to '*ASTH'. Below it are checkboxes for 'Short Name' (unchecked), 'Display' (checked), and 'Don't automatically call' (checked). A 'Display Order' spinner is set to 7. A 'Recall Password' field contains 'BCC'. To the right, 'Full Name' is 'Breathing Clinics', 'Location' is '10th Floor', and 'Announcement File' is 'Hill.wav'. At the bottom right, a dropdown menu is open, showing 'Doctor', 'Clinic' (highlighted), and 'Nurse'. A 'Save' button is in the center.

- (b) Select a doctor, nurse or clinic from the pull down menu at the top left.

This screenshot shows the 'DModifyWin' window with the dropdown menu at the top left open. The menu lists '*ASTH', '*ASTH', '*SURG', 'AH', 'DB', 'EC', 'JB', 'JM', and 'SD'. The other fields remain the same as in the previous screenshot.

The screenshot shows the 'DModifyWin' window with the dropdown menu at the top left now set to 'AH'. The 'Full Name' field has changed to 'ALISON HILL' and the 'Location' field has changed to 'Room 45'. The 'Display Order' spinner is now set to 10. The 'Recall Password' field now contains 'HA'. The dropdown menu at the bottom right is still open, showing 'Doctor', 'Clinic' (highlighted), and 'Nurse'. The 'Save' button remains in the center.

- (c) Specify the details as the following table describes.

Option	Description
<i>Pull down menu at top left</i>	Identity from Vision
Short Name	<p>This only works for a person with the attribute Doctor. (in the menu at the bottom right).</p> <p>If you select this check box (so that it contains a tick) Patient Call displays the name of the doctor in the form Dr. Surname.</p> <p>If you clear this check box (so that it is empty) Patient Call displays the name of the doctor in the form Dr. Firstname Surname.</p>
Display	<p>If you select this check box (so that it contains a tick) Patient Call displays the name on the waiting room screen.</p> <p>If you clear this check box (so that it is empty) Patient Call does NOT display the name.</p>
Don't automatically call	If you select this check box (so that it contains a tick) Patient Call does not (automatically) call patients. You must use Patient Recall to (explicitly) call patients. See Section 4 (Page 17).
<i>Menu of numbers below Display</i>	This enables you to specify the position of the name on the waiting room display.
Recall Password	This is the password that a doctor or nurse must enter to use Patient Recall. See Section 4 (Page 17).
Full Name	Patient Call reads this from Vision, but you can change it.
Location	The room or floor of the doctor, nurse or clinic.
Announcement File	<p>This is a WAV file, which Patient Call plays when it displays a prompt on the waiting room screen. It would be something similar to "Next patient please to Doctor Jekyll". You must put this file into the following directory</p> <p style="text-align: center;">c:\patient call\wav</p> <p>You can put the file in a different directory, but you must then specify the complete path.</p>
<i>Menu at bottom right</i>	This has three options Doctor , Nurse and Clinic . If you select Doctor , Patient Call puts Dr. before the name on the waiting room screen.

- (d) Repeat Steps (b) and (c) as required.
- (e) Click the **Save** button.

- (f) Click the **Shutdown** button [on the window shown in Step (1) (b)] to close Patient Call.
- (g) Restart Patient Call.

3 How to Use Patient Call

This illustrates how to use Patient Call through a typical example.

- (1) The following illustration shows the receptionist's view of appointments in Vision.

The screenshot displays the 'The Health Centre - Vision Appointments' software interface. The window title is 'The Health Centre - Vision Appointments'. The menu bar includes 'File', 'Views', 'Appointment', 'Search', 'Plan', 'Books', 'Maintenance', and 'Help'. The toolbar contains various icons for appointment management. A 'Reception View' button is visible. Below the toolbar, there are tabs for 'Doctors' and 'ALL TO VIEW'. The main area shows a grid of appointments for Wednesday, 25/07/2007. The grid is organized by doctor: Alison Hill, David Burton, and John McAllister. The time slots range from 10:00 to 17:50. The grid shows various appointment times and messages, including 'AM MESSAGES', 'PM MESSAGES', and 'DR HILL VISITS'. The status bar at the bottom shows the date '25/07/2007', time '09:58', and various system indicators like 'CAPS', 'NUM', 'INS', and 'SCRL'.

Time	Alison Hill	David Burton	John McAllister
10:00	FAIRFIELD PATRICIA 10/11/1		
10:10			
10:20			
10:30		KAUR JOSEPH 14/12/1939	
10:40			
10:50			
11:00			
11:10			
11:20			
12:00		ALI WILLIAM 12/12/1960	ASTIN WALTER 27/07/1996
12:05			
12:10			
12:15			
12:20			
13:00			
14:00			
15:00			
15:10			
15:20			
15:30			
15:40			
15:50			
16:00			
16:10			
16:20			
16:30			
16:40			
16:50			
17:00			
17:10			
17:20			
17:30			
17:40			
17:50			

- (2) The receptionist records the arrival of Ali William for an appointment with Dr. Burton.

The Health Centre - Vision Appointments

File Views Appointment Search Plan Books Maintenance Help

Reception View

Doctors ALL TO VIEW

Mon Tue **WED** Thur Fri

Doctors

ALISON HILL		DAVID BURTON		JOHN MCALLISTER	
10:00		09:30		09:30	
10:10		09:40		09:40	
10:20		09:50		09:50	
10:30		10:00	KAUR JOSEPH 14/12/1939	10:00	
10:40		10:10		10:10	
10:50		10:20		10:20	
DR HILL VISITS		10:30		10:30	
12:00		10:40	ALI WILLIAM 12/12/1960	10:40	ASTIN WALTER 27/07/1996
12:05		10:50		10:50	
12:10		11:00		11:00	
12:15		11:10		11:10	
12:20		11:20		11:20	
AM MESSAGES		AM MESSAGES		AM MESSAGES	
DR HILL PM SURGERY		DR BURTON		DR MCALLISTER PM	
15:00		15:00		14:00	
15:10		15:10		14:10	
15:20		15:20		14:20	
15:30		15:30		14:30	
15:40		15:40		14:40	
15:50		15:50		14:50	
16:00		16:00		15:00	
16:10		16:10		15:10	
16:20		16:20		15:20	
16:30		16:30		15:30	
16:40		16:40		15:40	
16:50		16:50		15:50	
17:00		17:00		16:00	
17:10		17:10		16:10	
17:20		17:20		16:20	
17:30		17:30		16:30	
17:40		17:40		16:40	
17:50		17:50		16:50	
PM MESSAGES		PM MESSAGES		PM MESSAGES	

25/07/2007 All Day AM PM Today Close

25/07/2007 10:16 CAPS NUM INS SCRL

- (3) Dr. Burton becomes available for Ali William. The receptionist records this in Vision or Dr. Burton opens Ali William's notes in Vision.

The Health Centre - Vision Appointments

File Views Appointment Search Plan Books Maintenance Help

Reception View

Doctors ALL TO VIEW

Mon Tue **WED** Thur Fri

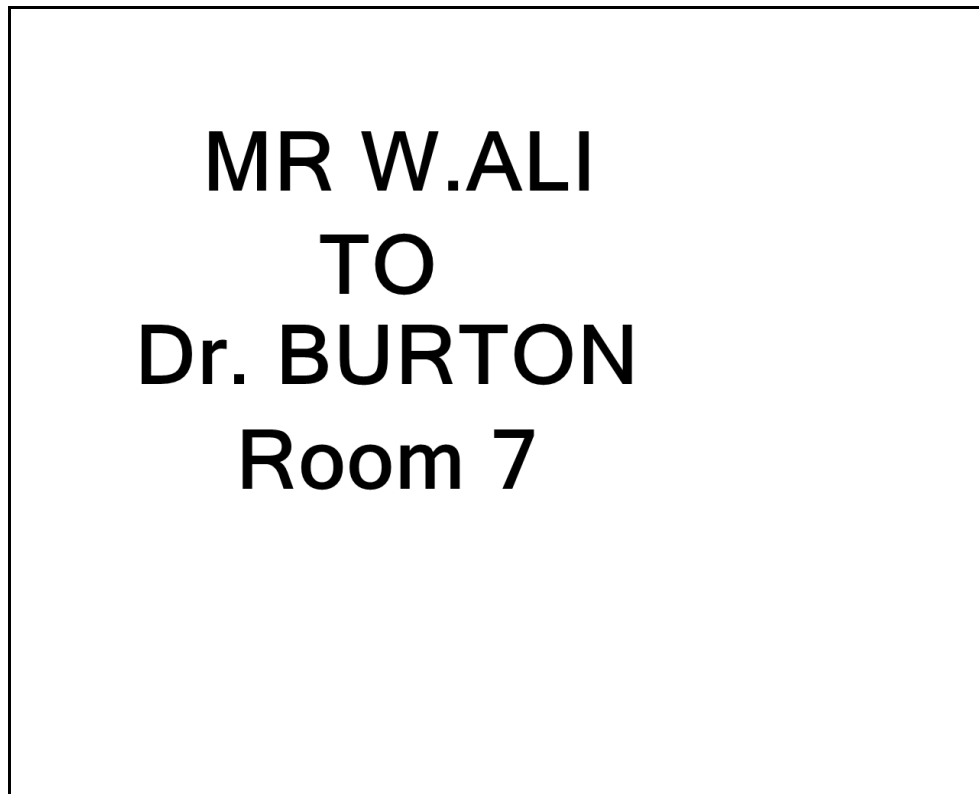
Doctors

ALISON HILL		DAVID BURTON		JOHN MCALLISTER	
10:00		09:30		09:30	
10:10		09:40		09:40	
10:20		09:50		09:50	
10:30		10:00	KAUR JOSEPH 14/12/1939	10:00	
10:40		10:10		10:10	
10:50		10:20		10:20	
10:30	DR HILL VISITS	10:30		10:30	
12:00		10:40	ALI WILLIAM 12/12/1960	10:40	ASTIN WALTER 27/07/1996
12:05		10:50		10:50	
12:10		11:00		11:00	
12:15		11:10		11:10	
12:20		11:20		11:20	
AM MESSAGES		AM MESSAGES		AM MESSAGES	
DR HILL PM SURGERY		DR BURTON		DR MCALLISTER PM	
15:00		15:00		14:00	
15:10		15:10		14:10	
15:20		15:20		14:20	
15:30		15:30		14:30	
15:40		15:40		14:40	
15:50		15:50		14:50	
16:00		16:00		15:00	
16:10		16:10		15:10	
16:20		16:20		15:20	
16:30		16:30		15:30	
16:40		16:40		15:40	
16:50		16:50		15:50	
17:00		17:00		16:00	
17:10		17:10		16:10	
17:20		17:20		16:20	
17:30		17:30		16:30	
17:40		17:40		16:40	
17:50		17:50		16:50	
PM MESSAGES		PM MESSAGES		PM MESSAGES	

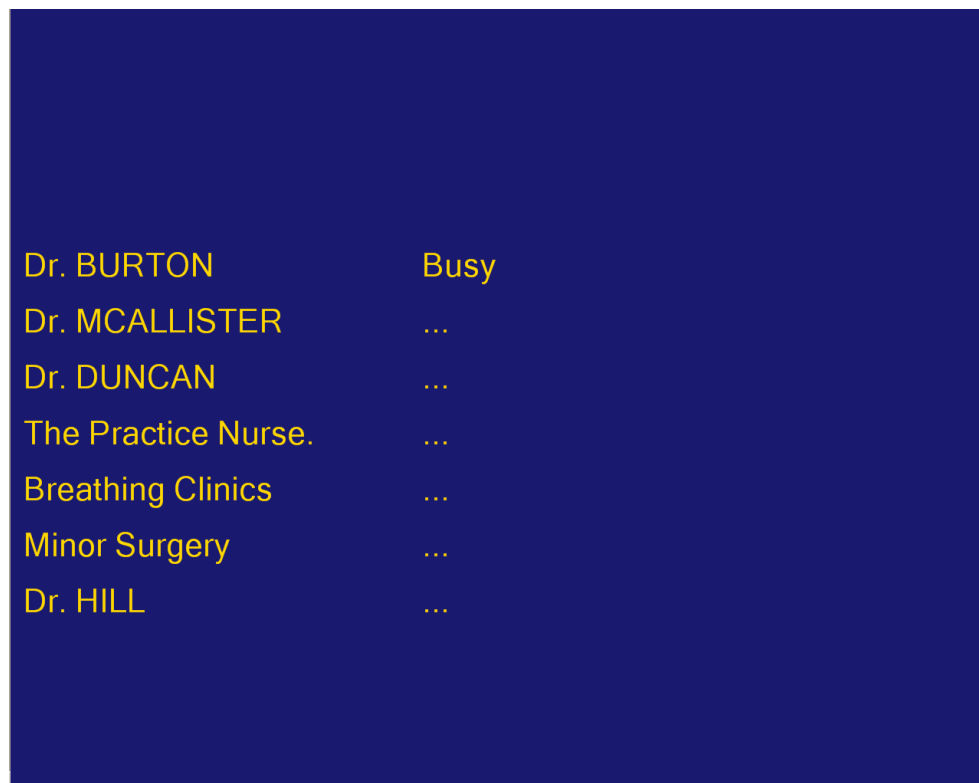
25/07/2007 All Day AM PM Today Close

25/07/2007 10:16 CAPS NUM INS SCRL

- (4) Patient Call displays the following prompt on the waiting room screen [for the period specified **Display Time (s)**, see Section 2 (Page 5)] and plays an announcement (such as “Next patient please to Dr. Burton”) on the speaker.



- (5) Patient Call then displays the following view on the waiting room screen, which indicates that Dr. Burton has a patient.



- (6) The receptionist records the arrival of Astin Walter for an appointment with Dr. McAllister.

The Health Centre - Vision Appointments

File Views Appointment Search Plan Books Maintenance Help

Reception View

Doctors ALL TO VIEW

Mon Tue **WED** Thur Fri

Doctors

ALISON HILL		DAVID BURTON		JOHN MCALLISTER	
10:00		09:30		09:30	
10:10		09:40		09:40	
10:20		09:50		09:50	
10:30		10:00	KAUR JOSEPH 14/12/1939	10:00	
10:40		10:10		10:10	
10:50		10:20		10:20	
DR HILL VISITS		10:30		10:30	
12:00		10:40	ALI WILLIAM 12/12/1960	10:40	ASTIN WALTER 27/07/1996
12:05		10:50		10:50	
12:10		11:00		11:00	
12:15		11:10		11:10	
12:20		11:20		11:20	
AM MESSAGES		AM MESSAGES		AM MESSAGES	
DR HILL PM SURGERY		DR BURTON		DR MCALLISTER PM	
15:00		15:00		14:00	
15:10		15:10		14:10	
15:20		15:20		14:20	
15:30		15:30		14:30	
15:40		15:40		14:40	
15:50		15:50		14:50	
16:00		16:00		15:00	
16:10		16:10		15:10	
16:20		16:20		15:20	
16:30		16:30		15:30	
16:40		16:40		15:40	
16:50		16:50		15:50	
17:00		17:00		16:00	
17:10		17:10		16:10	
17:20		17:20		16:20	
17:30		17:30		16:30	
17:40		17:40		16:40	
17:50		17:50		16:50	
PM MESSAGES		PM MESSAGES		PM MESSAGES	

25/07/2007 All Day AM PM Today Close

25/07/2007 10:16 CAPS NUM INS SCRL

- (7) Dr. McAllister becomes available for Astin Walter. The receptionist records this in Vision or Dr. McAllister opens Astin Walter's notes in Vision.

The Health Centre - Vision Appointments

File Views Appointment Search Plan Books Maintenance Help

Reception View

Doctors ALL TO VIEW

Mon Tue **WED** Thur Fri

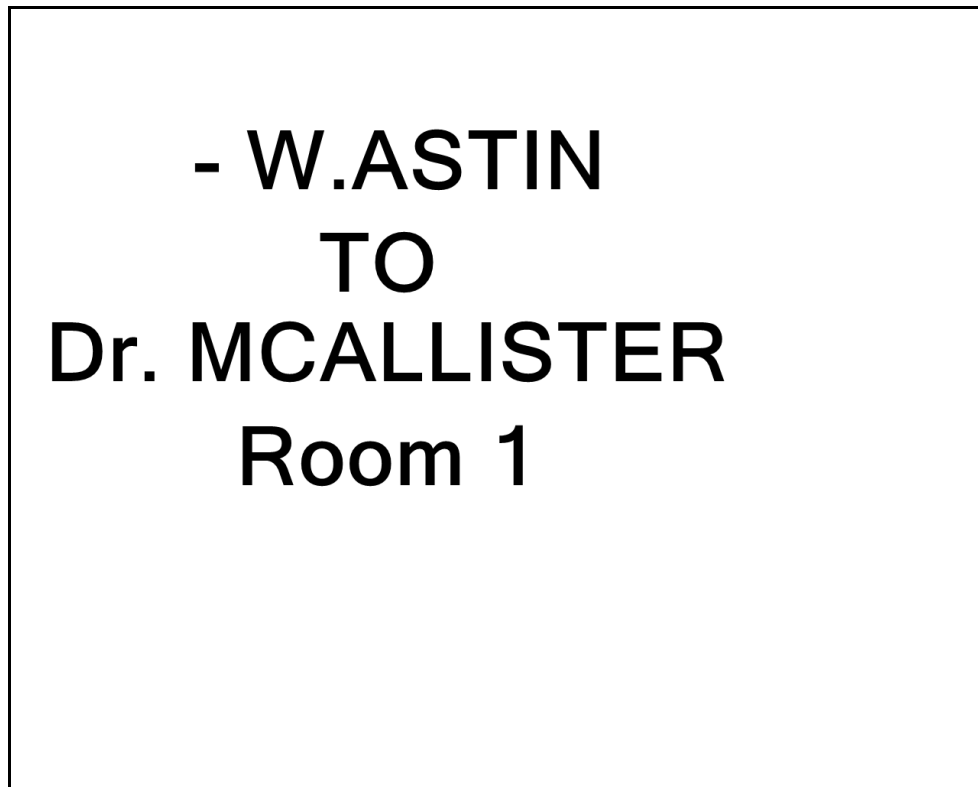
Doctors

ALISON HILL		DAVID BURTON		JOHN MCALLISTER	
10:00		09:30		09:30	
10:10		09:40		09:40	
10:20		09:50		09:50	
10:30		10:00	KAUR JOSEPH 14/12/1939	10:00	
10:40		10:10		10:10	
10:50		10:20		10:20	
DR HILL VISITS		10:30		10:30	
12:00		10:40	ALI WILLIAM 12/12/1960	10:40	ASTIN WALTER 27/07/1996
12:05		10:50		10:50	
12:10		11:00		11:00	
12:15		11:10		11:10	
12:20		11:20		11:20	
AM MESSAGES		AM MESSAGES		AM MESSAGES	
DR HILL PM SURGERY		DR BURTON		DR MCALLISTER PM	
15:00		15:00		14:00	
15:10		15:10		14:10	
15:20		15:20		14:20	
15:30		15:30		14:30	
15:40		15:40		14:40	
15:50		15:50		14:50	
16:00		16:00		15:00	
16:10		16:10		15:10	
16:20		16:20		15:20	
16:30		16:30		15:30	
16:40		16:40		15:40	
16:50		16:50		15:50	
17:00		17:00		16:00	
17:10		17:10		16:10	
17:20		17:20		16:20	
17:30		17:30		16:30	
17:40		17:40		16:40	
17:50		17:50		16:50	
PM MESSAGES		PM MESSAGES		PM MESSAGES	

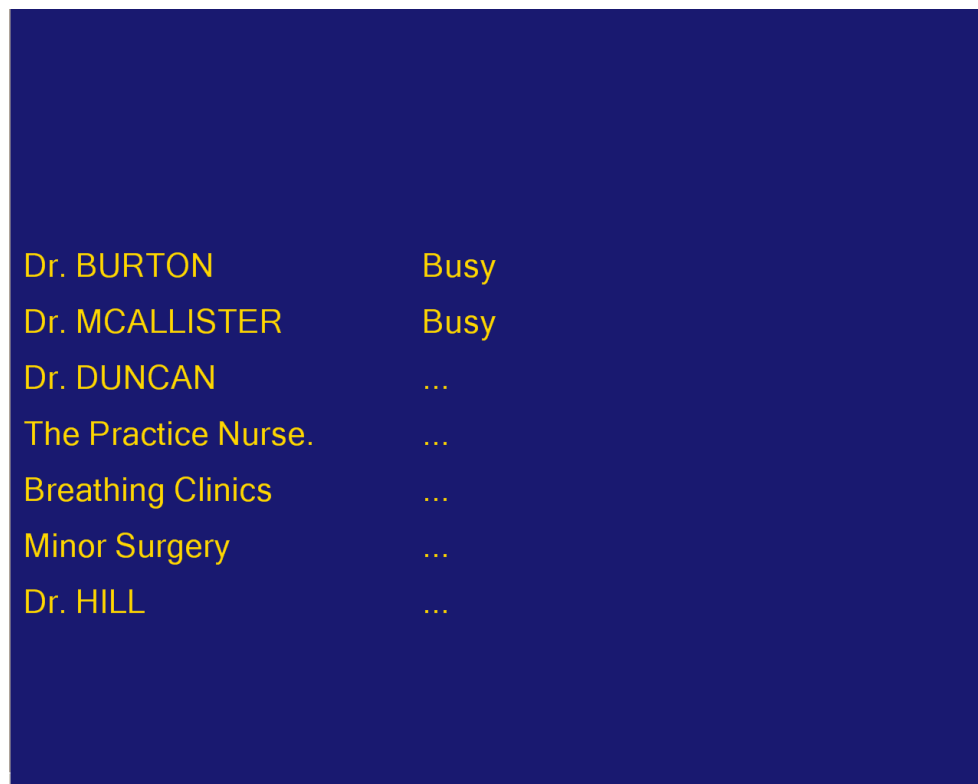
25/07/2007 All Day AM PM Today Close

25/07/2007 10:16 CAPS NUM INS SCRL

- (8) Patient Call displays the following prompt on the waiting room screen [for the period specified **Display Time (s)**, see Section 2 (Page 5)] and plays an announcement (such as “Next patient please to Dr. McAllister”) on the speaker.



- (9) Patient Call then displays the following view on the waiting room screen, which indicates that Dr. McAllister has a patient.



- (10) The receptionist records that Ali William finishes the appointment with Dr. Burton.

The Health Centre - Vision Appointments

File Views Appointment Search Plan Books Maintenance Help

Reception View

Doctors ALL TO VIEW

Mon Tue **WED** Thur Fri

Doctors

ALISON HILL		DAVID BURTON		JOHN MCALLISTER	
10:00		09:30		09:30	
10:10		09:40		09:40	
10:20		09:50		09:50	
10:30		10:00	KAUR JOSEPH 14/12/1939	10:00	
10:40		10:10		10:10	
10:50		10:20		10:20	
DR HILL VISITS		10:30		10:30	
12:00		10:40	ALI WILLIAM 12/12/1960	10:40	ASTIN WALTER 27/07/1996
12:05		10:50		10:50	
12:10		11:00		11:00	
12:15		11:10		11:10	
12:20		11:20		11:20	
AM MESSAGES		AM MESSAGES		AM MESSAGES	
DR HILL PM SURGERY		DR BURTON		DR MCALLISTER PM	
15:00		15:00		14:00	
15:10		15:10		14:10	
15:20		15:20		14:20	
15:30		15:30		14:30	
15:40		15:40		14:40	
15:50		15:50		14:50	
16:00		16:00		15:00	
16:10		16:10		15:10	
16:20		16:20		15:20	
16:30		16:30		15:30	
16:40		16:40		15:40	
16:50		16:50		15:50	
17:00		17:00		16:00	
17:10		17:10		16:10	
17:20		17:20		16:20	
17:30		17:30		16:30	
17:40		17:40		16:40	
17:50		17:50		16:50	
PM MESSAGES		PM MESSAGES		PM MESSAGES	

25/07/2007 All Day AM PM Today Close

25/07/2007 10:29 CAPS NUM INS SCRL

- (11) Patient Call then displays the following view on the waiting room screen, which indicates that Dr. Burton does not have a patient, and is free.

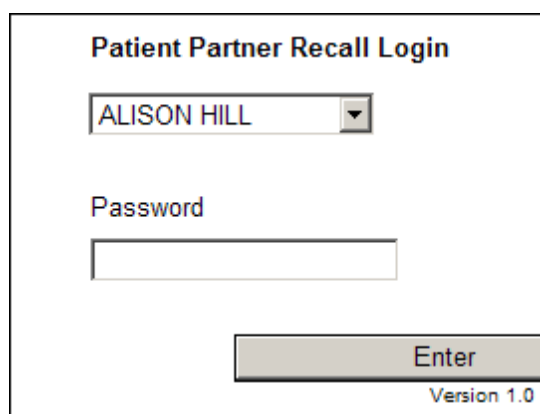


Dr. BURTON	...
Dr. MCALLISTER	Busy
Dr. DUNCAN	...
The Practice Nurse.	...
Breathing Clinics	...
Minor Surgery	...
Dr. HILL	...

4 How to Use Patient Recall

In the meantime Astin Walter has not gone to Dr. McAllister's room, so Dr. McAllister decides to use Patient Recall.

- (1) Dr. McAllister opens a web browser (such as Internet Explorer) and selects the link for Patient Recall. This displays a web page similar to the following.



Patient Partner Recall Login

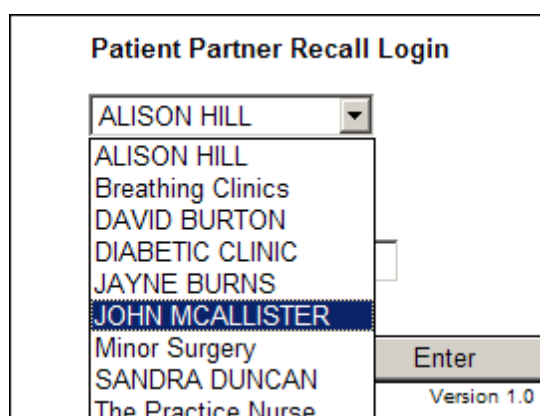
ALISON HILL ▼

Password

Enter

Version 1.0

- (2) Dr. McAllister selects his name from the pull down menu.



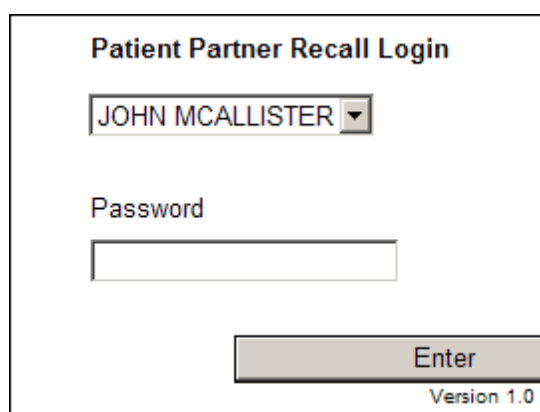
Patient Partner Recall Login

ALISON HILL ▼

ALISON HILL
Breathing Clinics
DAVID BURTON
DIABETIC CLINIC
JAYNE BURNS
JOHN MCALLISTER
Minor Surgery
SANDRA DUNCAN
The Practice Nurse.

Enter

Version 1.0



Patient Partner Recall Login

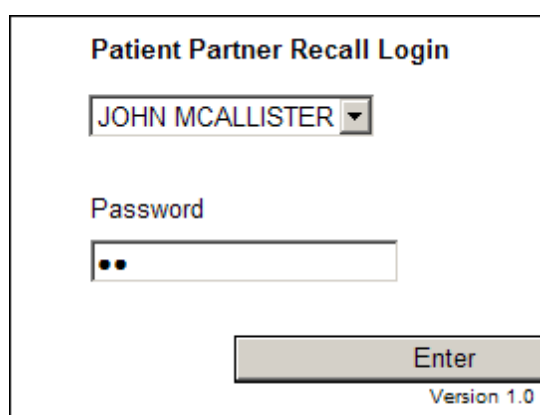
JOHN MCALLISTER ▼

Password

Enter

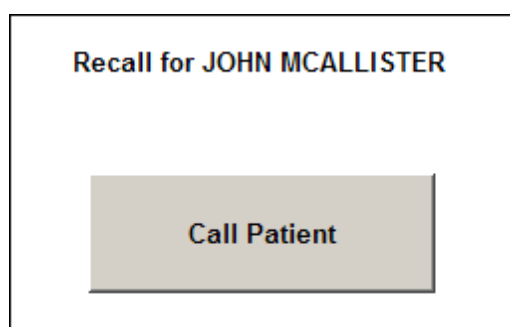
Version 1.0

- (3) Dr. McAllister enters his password. See Section 2 (Page 5).



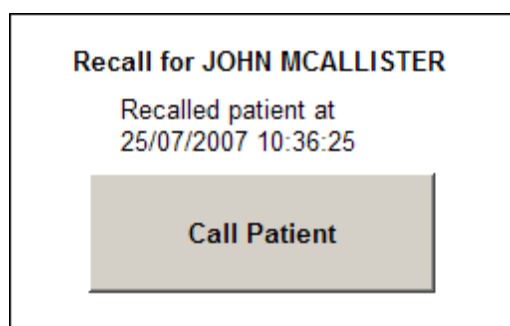
The screenshot shows a login window titled "Patient Partner Recall Login". It contains a dropdown menu with "JOHN MCALLISTER" selected, a "Password" label, and a password input field with two dots. An "Enter" button is at the bottom right, and "Version 1.0" is at the bottom right corner.

- (4) Dr. McAllister clicks the **Enter** button.
- (5) Patient Recall displays the following view.



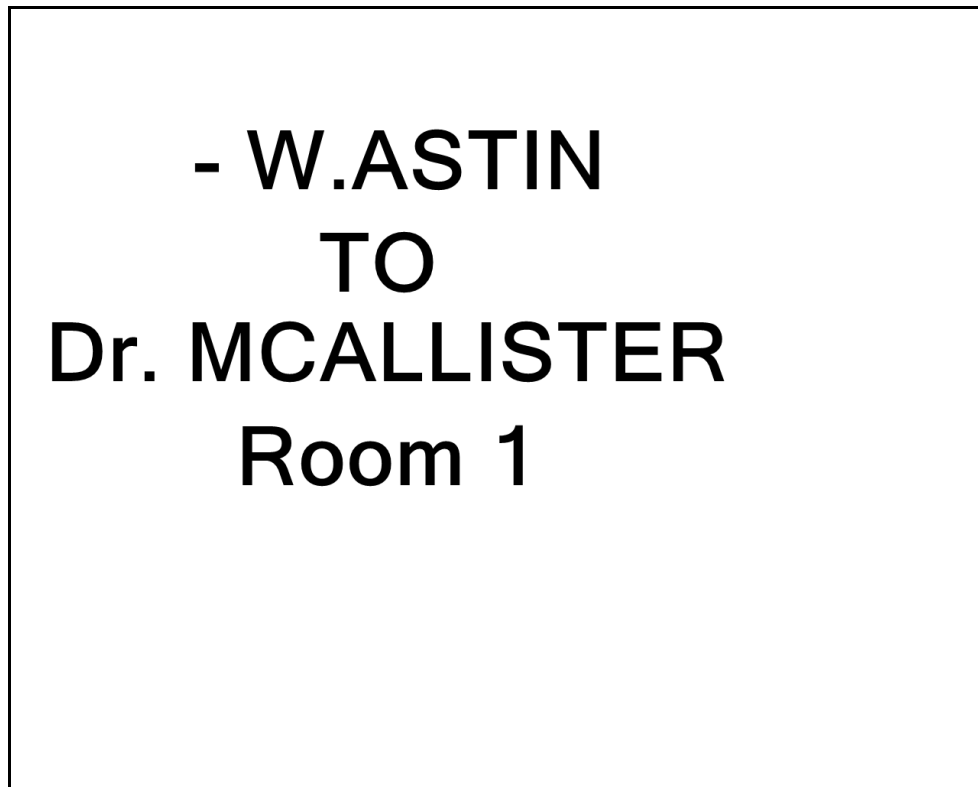
The screenshot shows a window titled "Recall for JOHN MCALLISTER". It contains a single button labeled "Call Patient".

- (6) Dr. McAllister clicks the **Call Patient** button.
- (7) Patient Recall displays the following view.

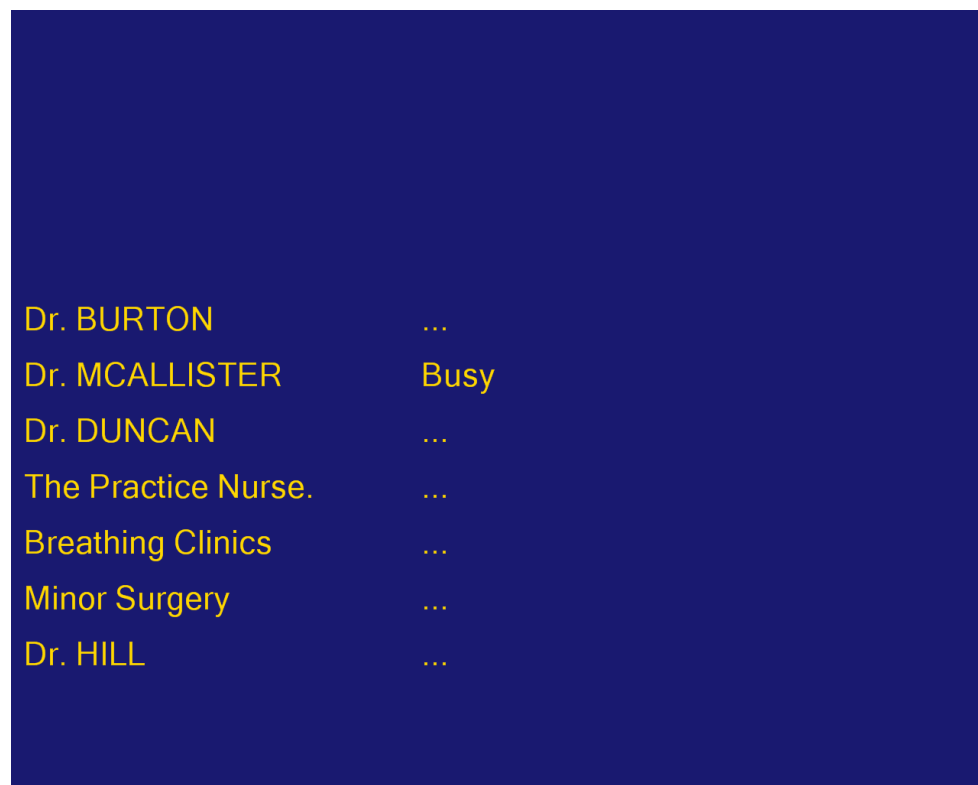


The screenshot shows a window titled "Recall for JOHN MCALLISTER". It displays the text "Recalled patient at 25/07/2007 10:36:25" and a button labeled "Call Patient".

- (8) Patient Recall displays the following prompt on the waiting room screen [for the period specified **Display Time (s)**, see Section 2 (Page 5)] and plays an announcement (such as “Next patient please to Dr. McAllister”) on the speaker.



- (9) Patient Call redisplay the following on the waiting room screen.



- (10) Dr. McAllister can click the **Call Patient** button again if necessary.